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## RE:

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Application No. : 09/682,489  
Filed : 9/7/2001  
Inventor(s) : Michael G. Lamming et al.  
Docket No. : D/A0849Q  
Confirmation No. : 4147  
Examiner : Ramy M. Osman  
Art Unit : 2157  
Title : METHOD AND APPARATUS FOR PROCESSING  
DOCUMENT SERVICE REQUESTS ORIGINATING  
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## AMENDMENT UNDER 37 C.F.R. 1.116

Sir:

In response to the FINAL Office Action of July 8, 2004, please amend the  
above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which  
begins on page 2 of this paper.

**Remarks** begin on page 9 of this paper.